Leadership Engagement Meeting
Questions & Answers
April 22, 2013

These questions not only reflect the meeting discussions, but also decisions made after the meeting. These additions ensure the provision of the most current information.

1.	*In November, over two hundred employees were special detailed to the Commonwealth Office of Technology (COT), at the time additional employees were identified as needing further review to determine if they should also be special detailed to COT? Are these additional employees, merit employees?*
	The additional reviews include both merit and non-merit.
2.	*Will the Business Relationship Managers (BRMs) include employees who are both COT legacy and special detailed staff?*
	Yes. COT is focused on building an effective BRM team.
3.	*Is every agency going to have a BRM?*
	All agencies will be represented by at least one BRM. Some of the small agencies may not need a full-time BRM and some larger cabinets may have more than one.
4.	*Will the BRMs have been in state government?*
	Yes, COT anticipates having BRMs who have state government experience.
5.	*In relationship to risk assessment, is there going to be an exercise to discuss minimum standards that agency are required to meet?*
	Yes. If agencies don't meet minimum standards it could cause impact to other agencies.
6.	*Will COT employees that provide services, i.e. desktop support, to locations outside of Frankfort be relocated? If so, will the agencies being supported be part of this discussion.*
	Regardless of where COT employees are currently located, their future locations may change. Yes, agencies may be part of this discussion.
7.	*When will the upcoming FY service rates (billing rates) be available?*
	This information should be available by no later than mid- June 2013.
8.	*Will there be a mid-year service rate adjustment?*
	This may be a possibility.
9.	*Will agencies be charged for desktops, servers and storage as of July 1, 2013?*
	Yes, everything will be charged as a rated service as of July 1, 2013. FY12 information has been collected and will be used as a baseline for comparison. The numbers for FY14 should be in line with the baseline. If not, the process should be reviewed.
10.	*Since responsibility is shifted to COT, how will third party service contracts currently tied to an agency be handled?*
	COT understands the need to define how this will be handled, however this has not yet been determined. Agencies will provide copies of these contracts for COT review by May 17th.

11.	*Will agencies have input on the desktop refresh cycle (36 month) and does it start on July 1, 2013?*
	The desktop refresh will start July 1st and COT will work with agencies to develop the refresh plan.
12.	*What is the turnaround time for getting a desktop ready for new staff, including software loading?*
	These requests will follow COT's existing process, which begins with a Commonwealth Service Desk request and will be completed as quickly as possible in synchronization with the agency.
13.	*Some of the agency staff that were special detailed to COT, provided services, i.e. video camera support, that don't appear to currently fall under any of COT's rated service offerings. Do agencies need to find agency staff to support these services?*
	If agency staff were special detailed to COT, then their support services also came. As the implementation plan is built for each agency, a determination will be made if COT needs to have a contract with a vendor to ensure the provision of services, i.e. second level support.
14.	*Will desktops be backed up?*
	Desktops are not backed up, and information should not be stored on them.
15.	*There are multiple building access control (badge) systems, are these going to be consolidated?*
	Most cabinets in Frankfort are under one system, with Justice and Transportation having additional systems. Ideally we should use one system.
16.	*How will the Alternate Data Center be funded?*
	Has yet to be determined, however a resolution will be identified.
17.	*Will storage be a rated service after July 1st?*
	Beginning on July 1st, agencies will be charged for servers and storage. These charges will be based on what agencies self reported during the assessment phase. Agencies will need to validate, review and update the Agency Assessment information by May 17th, 2013.
18.	*How will storage transition occur?*
	Implementation plans have not been finalized, however COT, in partnership with NTT DATA, is actively working on viable plans.
19.	*Will the enterprise assessment go down?*
	Not yet determined.
20.	*Beginning July 1st, will agencies still maintain their server(s) or contact COT for this support?*
	Until the agency implementation is complete, it will remain as it is today.